

# Job Posting: Front Desk Supervisor

## Job Responsibilities

The Front Desk Supervisor is one of the most visible roles on campus. Through his/her demeanor, he/she sets the tone for St. Martin's mission. This person supports the Church by performing routine clerical, secretarial and administrative work. He or she acts as supervisor of the receptionists; provides exemplary customer service to visitors on campus and callers over the phone; and records these interactions as needed. He or she must be committed to the Mission and Core Values of St. Martin's Episcopal Church.

Working at St. Martin's is so much more than simply having a job! As part of St. Martin's family, employees not only receive a comprehensive benefits package that includes medical and dental insurance, generous time off, and fantastic retirement contributions; they also get to experience St. Martin's mission first-hand. Through their daily operations and by the power of the Holy Spirit, employees bring many people to know, love, and serve God as revealed through Jesus Christ; and transform them into spiritually renewed disciples of Jesus who know, love, and serve one another and the world.

## Essential Functions

1. To glorify God everyday by affirming and valuing the Christian faith as affirmed by the worldwide Anglican Communion which emphasizes the Holy Scriptures as the primary authority and guide for individual faith and practice.
2. Plan, create and maintain schedules to guarantee front desk coverage during regular business hours and special events, as needed.
3. Receive the public, answer questions, provide commonly used forms, and refer individuals to the appropriate person or department, as applicable.
4. Stay up to date on activities and developments across campus to provide accurate information to parishioners.
5. Resolve concerns immediately to secure customer satisfaction.
6. Answer telephone system and direct calls to the appropriate person/office on the first attempt.
7. Help Senior HR Generalist set and maintain appointments on behalf of HR.
8. Help organize and communicate staff events; create and maintain flyers and RSVPs.
9. Create and provide phone, birthdays and anniversaries lists to Communications for their publication in the staff portal.
10. Call new hire and volunteer references, documenting responses per Safeguarding policies.
11. Compose, type, and edit communications.
12. File, scan, fax and copy material as necessary.
13. Prepare outgoing mail; sort and distribute incoming mail.
14. Escort visitors and parishioners around campus.
15. Schedule office machine servicing.
16. Attend meetings and perform additional duties as assigned.

## Skills and Qualifications

- Excellent communication skills (written, verbal, and facilitation).
- Must be able to demonstrate a high degree of diplomacy, self and interpersonal awareness.
- Must be a Christian since the position serves the public in a ministry capacity.

## **Job Posting: Front Desk Supervisor**

### **Education and Experience**

- The ideal candidate will have prior supervisory and scheduling experience.
- Associate degree and 3 years of relevant work experience are required.
- Advanced Microsoft Office skills and the ability to learn new software quickly are required.

**Candidates may be required to take assessment to demonstrate skills. Resumes may be emailed to [recruiter@stmartinsepiscopal.org](mailto:recruiter@stmartinsepiscopal.org)**